

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0054057	10. Budget Program Number		Agency Number	
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Services Consultant – EES				
3. Division		12. Proposed Class Title				
4. Section	For  Use  By  Personnel  Office	13. Allocation				Position Number
5. Unit Economic and Employment Services		14. Effective Date				
6. Location (address where employee works)  City Phillipsburg/Colby County		15. By	Approved			
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %		16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time)  FROM: AM/PM To: AM/PM	17. Audit Date: By: Date: By:					

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

This position serves as a lead worker and along with the EES Supervisor of the Regional Service Center, provides support to staff completing EES work. A portion of this position involves EES case management work. Another portion will assist the Supervisor in a Regional Service Center with training, resolution of problem cases, and will carry substitution and back-up responsibilities for the supervisor and other staff due to vacancy, illness, vacation, or administrative leave.

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
Susan Thayer	Human Services Supervisor	
Who evaluates the work of an incumbent in this position?		
<b>Name</b>	<b>Title</b>	<b>Position Number</b>

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Work is performed under general direction of the EES Supervisor within established federal and state laws, rules and regulations and agency policies and procedures. Work is controlled by occasional review and by reporting to or consulting with the EES Supervisor. Workers at this level experience a considerable amount of independent judgment. This work involves a variety of unrelated processes that require planning and carrying out a sequence of action plans. General guidance will be provided verbally and in writing by the Supervisor, and the Program Manager, in memorandum form and e-mail through manuals, program clarifications, face to face and phone conferences. Directions will be general in nature and incumbent will be expected to plan and carry out assignments with little supervision.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p><b>Professional Attitude:</b> While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to:</p> <ul style="list-style-type: none"> <li>• Demonstrate a willingness to help. Remember that your client is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community partners, and individuals and families seeking services from the agency;</li> <li>• Demonstrate an attitude of respect (i.e. works harmoniously with co-workers and supervisors, be attentive to the client, communicate in a polite and professional tone of voice, meet with the client, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy), process requests for service as quickly as possible;</li> <li>• Encourage individuals to identify and fulfill their own responsibilities;</li> <li>• Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult clients;</li> <li>• Maintain confidentiality of agency information at all times. Release information only to those who have an identified and legitimate business related need to know;</li> </ul> <p>Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the West Region DCF.</p>
1.	30% E	<p><b><u>TRAINING/ WORKER SUPPORT</u></b></p> <ul style="list-style-type: none"> <li>• Assesses, identifies needed training and provides orientation and training for line staff, including new employees, regarding laws, rules, and policies and procedures related to administration of agency programs.</li> <li>• Provides support and guidance for staff to ensure the accurate, thorough, and timely input of information into the information systems needed to administer agency programs.</li> <li>• Utilizes policy clearances, manuals, directives and locally prepared training materials, and their own extensive work experience to implement this training.</li> <li>• Serves as back up in coordinating integrated staff to resolve difficult cases.</li> </ul>
2.	20% E	<p><b><u>SERVICE DELIVERY COORDINATION</u></b></p> <ul style="list-style-type: none"> <li>• Evaluates, analyzes and interprets data for the purpose of identifying problems and recommending corrective action.</li> <li>• Assists in planning, developing and monitoring corrective action plans for the purpose of meeting federal compliance requirements.</li> <li>• Coordinates service delivery between programs.</li> <li>• Assists supervisors in monitoring the unit's accomplishment of program outcomes utilizing caseload and management reports, case readings, and observation.</li> <li>• Assists the agency in continuous improvement by completing case readings and assisting in the development and implementation of improvement plans.</li> </ul>
3.	20% E	<p><b><u>LEAD WORKER IN PROVIDING SERVICES TO CUSTOMERS</u></b></p> <ul style="list-style-type: none"> <li>• This position provides services to customers acting as a lead worker performing essentially the same or similar work as those overseen. This includes case management and assessment, eligibility determination and employment verification.</li> <li>• Substitution and back-up responsibilities for the supervisor and other staff due to vacancies, illness, vacation, or administrative leave.</li> <li>• Substituting for a supervisor may entail consultation on evaluations of staff to be carried out in accordance with DCF guidelines.</li> <li>• Will review and expedite resolution of problematic, unusual or unique cases.</li> </ul>
4.	15% E	<p><b><u>INFORMATION MANAGEMENT</u></b></p>

5.	15% E	<ul style="list-style-type: none"> <li>• Consults with Supervisor and Program Administrator to interpret policy and then ensures policy is distributed to staff and implemented correctly.</li> <li>• Provides support and guidance for staff to ensure the accurate and timely input of information into all the information systems needed to collect data for eligibility determination.</li> <li>• Receives new policy information from Supervisor, policy development website, through e-mail etc., and serves as back up to distribute to staff.</li> <li>• Coordinates with Supervisor to review and analyze information to determine trends in how eligibility is determined, who is applying, and other relevant factors.</li> </ul> <p><b><u>AREA MANAGEMENT</u></b></p> <ul style="list-style-type: none"> <li>• The Human Services Consultant attends and participates in all unit meetings scheduled by the supervisor.</li> <li>• Participates on teams with other EES staff to review service delivery model, share information and make recommendations regarding changes needed to determine if federal and state laws and regulations are being followed.</li> <li>• Researches, analyzes and evaluates customer compliance issues using monitoring procedures to determine if a problem exists and/or can be resolved. Plans and implements a problem resolution strategy which may include, but is not limited to; conciliation process, good cause determination, mediation or negotiation, denial of eligibility, modification of plan or services, referral for sanction or fair hearing process.</li> <li>• Compiles evaluative reports citing exceptions to procedures used by field staff, court trustees, and contract staff providing services to customers.</li> <li>• Maintains various statistical data and provides reports to the supervisor as requested.</li> <li>• Completes other tasks as assigned by the Supervisor, Program Administrator and Site Manager.</li> <li>• Review is through periodic reports, outcome statistics, case review and conference.</li> <li>• Work is reviewed by the EES Supervisor for effectiveness, timeliness, and accuracy.</li> </ul>
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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ( X ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
- ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?
- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
- (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ( ) Major program failure, major property loss, or serious injury or incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to perform essential functions would cause severe financial and emotional hardships for a client and could result in the loss of

federal funds and/or other fiscal sanctions to the State of Kansas.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Employee will have daily contact with individuals, families and other agency personnel. Frequent contacts with the general public, community organizations, courts, law enforcement agencies, and community service providers. Communication techniques and well developed communications skills are important requirements for this position as they will motivate, make presentations, and achieve solutions of problems.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

This employee will be involved with customers under stress and may have contact with angry, hostile program participants on occasion. The normal risk of traveling on Kansas highways would occur on occasions where travel is required. The work environment involves normal everyday hazards or discomforts typical of offices, meeting, and training rooms.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computers, telephone systems, copy and fax machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to consumers. Some positions may require the use of computerized switchboard systems.

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High school diploma or equivalent

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Education or Training - special or professional

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Licenses, certificates and registrations

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Special knowledge, skills and abilities

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Experience - length in years and kind

Five years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post-secondary education may be substituted for experience as determined relevant by the agency. Experience in Business Process Management and eligibility determination for agency services. Board knowledge of DCF programs.

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

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\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Personnel Official

\_\_\_\_\_  
Date

**Approved:**

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Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agency Head or  
Appointing Authority

\_\_\_\_\_  
Date